



## Service Description: Cisco Optimization Service for Connected Industry and Energy

This document describes Cisco Optimization Service for Connected Industry and Energy (CIE)

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions](http://www.cisco.com/go/servicedescriptions): (1) Glossary of Terms; (2) List of Services Not Covered; (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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This Cisco Optimization Service for Connected Industry and Energy (CIE) is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network is supported through a minimum of core services such as Cisco's SMARTnet and Software Application Services, as applicable. Where available, Cisco shall provide the Cisco Optimization Service for Connected Industry and Energy (CIE) described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

### Cisco Optimization Service for Connected Industry and Energy (CIE)

#### Service Overview

Cisco Optimization Service for Connected Industry and Energy is intended to provide ongoing evaluation, guidance, advice, assessments and expert support to the IT and OT staff in an Electric Utility, Discrete Manufacturing, Oil and Gas, Defense, Transportation or Mining company (along with other verticals in the ambit of Cisco's "Internet of Things" verticals) through Proactive Assessments and Optimization of applications specific to the work the company is engaged in, Change Management and Consulting/General Advice and Escalation Support.

An initial site visit is conducted to introduce the Customer to an engineer ("Advanced Services Engineer") to act as the primary interface with Customer for engagement of activities described below for its Network. The Advanced Services Engineer will conduct interviews and administer a questionnaire to get information on the Customer's Network as well as what technologies are deployed.

#### Cisco Responsibilities:

The Cisco Optimization Service for Connected Industry and Energy (CIE) consists of the provision of Services described below, where available, which Cisco shall provide for the Customer's Network during Standard Business Hours (unless stated otherwise). Services provided by Cisco are remotely delivered unless otherwise noted.

### **Ongoing Design Support for Connected Industry and Energy (CIE) Deployments**

Cisco will assign a CIE specialist with knowledge of the Customer's vertical (such as energy, manufacturing, Oil and Gas etc.), to address the challenges and provide recommendations based on best practices in the Customer's specific vertical for deploying Cisco's technology.

- Cisco will work with Customer to identify relevant use cases and help in prioritizing them based on best practices seen with other customers within Customer's specific vertical.
- Provide ongoing support in optimizing communications rollout and deployments.

### **Connected Industry and Energy (CIE) Knowledge Transfer and Mentoring**

Cisco prepares Customer staff to effectively operate, maintain, manage, and tune its Cisco's communication Network through ongoing knowledge transfer sessions. Focus is on targeting Customer's IT and the OT organizations on how the vertical business challenges are addressed through customized architectural solutions from Cisco.

- Conduct an evaluation working session (1) to gather Customer's requirements for knowledge transfer to support design and configuration tasks.
- Provide a summary report of knowledge transfer requirements coming from the workshop including a proposed twelve (12) month schedule of knowledge transfer activities.
- Provide four (4) quarterly onsite chalk talks and technical presentations on communication technologies during quarterly review visits as requested.
- Provide informal mentoring during technology design and configuration tasks.
- Provide two (2) – three (3) hour knowledge transfer sessions delivered remotely. Sessions support up to twenty-five (25) students.

### **Connected Industry and Energy (CIE) Project Assurance**

Cisco will provide project oversight, project management and overall coordination of a Connected Industry and Energy (CIE) deployment project, aligning to Customer's stated business objectives within the Customer's specific vertical. Cisco will collaborate with Customer and its other partners and vendors involved in the full project rollout to create the following as necessary:

- Customer Requirements Document
- Network Readiness Assessment
- Site Survey & Deployment Checklist Templates
- Design and Test Plan Review
- Deployment Validation
- Project Plan

The effort is limited to two hundred (200) hours per service contract term (12 months).

### **Connected Industry and Energy (CIE) Network Improvement Plan**

Provide a plan that integrates recommendations from the areas of Communications Network Assessments (such as Architecture Assessment and configuration audit), Software recommendations and bug scrubs, into a single document. The CIE Network Improvement Plan represents the Customer - approved and agreed - upon Cisco recommendations as prioritized by a joint steering committee comprised of Cisco and Customer, and may be used by Customer to track future projects. This service aids in diagnosing overall network health to identify, prioritize and track network health impacting issues such as availability, performance, faults and capacity based on specific business and network characteristics.

### **Connected Industry and Energy (CIE) Quarterly Business Reviews**

Schedule with Customer up to four (4) quarterly visits per year (not to exceed eight (8) days in aggregate) to Customer's site to review deliverables and activities and plan for the next quarter. Additional visits will be mutually agreed upon at Cisco's then current travel and labor rates.

### **Connected Industry and Energy (CIE) Performance Tuning Support**

Cisco provides periodic, ongoing system analysis to maintain, tune and optimize a secure, high-performance

network.

- Analyze configurations and align them with organizational requirements, and Cisco best practices
- Analyze up to three (3) device types
- Analyze up to six (6) individual devices
- Recommend tuning changes to device configurations to optimize system performance and fully leverage features of Cisco devices.
- Conduct three (3) interactive tuning sessions with Customer to implement recommendations.

### **Connected Industry and Energy (CIE) Technology Planning Support**

Cisco provides strategic as well as tactical guidance through participation in periodic technical planning meetings. Meetings topics are aligned to Customer's business goals and objectives and may cover a range of topics from near-term solutions to evolving business requirements and longer-term management planning.

- Participate in two (2) technology planning meetings per year.
- Provide collateral/technical reference material (white papers, technical specifications) as requested for specific technologies or for CIE architectural approaches.
- Develop a CIE Technology Planning Meeting Report, providing a synopsis of the meeting and documenting significant recommendations. Two (2) reports delivered per year.

### **Connected Industry and Energy (CIE) Technology Readiness Assessment**

Cisco analyzes implementation requirements for a new solution to address the Customer's needs and assess the readiness of Customer's network devices, operations, security policies, and architecture to support the solution. CIE experts review the Customer's business requirements for the Customer's specific vertical to determine if they are effectively understood based on industry best practices and an assessment of technology to meet these needs is appropriately conducted.

- Conduct one (1) design workshop to gather business, technical, and operational requirements including current network design documents and future technology plans to support the readiness assessment.
- Develop one (1) CIE Readiness Assessment Report to document findings and recommendations including recommendations for modifications to the network infrastructure and to the parameters for application performance and availability.

### **Connected Industry and Energy (CIE) Change Support**

Cisco provides expertise when making critical changes to the network's advanced communications technologies. Change support typically involves reviewing and recommending any needed changes to the design, implementation plan, test plan, and rollback plan for the change, implementation support during the change window, and post implementation support including stabilization, troubleshooting incidents and root cause analysis for unscheduled network outages.

- Cisco will provide a designated engineer when Customer is making changes it deems critical to the communications network. The Cisco designated engineer acts as the primary technical contact to with Customer and Cisco Technical Assistance Center (TAC).
- Scheduled Change Support: Cisco will make available, upon receipt of not less than twenty-one (21) days prior written request by Customer to Cisco, a designated support contact that can consult with Customer on a 24-hour, 7-day standby basis to provide remote engineering support during scheduled change window, not to exceed one (1) instance of stand by support per quarter.
- Unscheduled Change Support: Cisco will provide remote engineering support to provide support during an unscheduled change window, not to exceed one (1) instance per quarter, to Network to Customer to minimize the impact of individual device failures on the overall Network. Customer must open a service request with the Cisco's TAC prior to contacting Advanced Service Engineer for any unscheduled change support. To support any unscheduled changes to Network, Cisco will:

- Provide technical evaluation of initial TAC problem diagnosis based on knowledge of Customer's Network.
- Provide technical evaluation of proposed unscheduled change to Network.
- Provide technical representation in regularly scheduled conference calls.

### **Connected Industry and Energy (CIE) Ongoing Service and Project Management**

Cisco provides ongoing service management, including project management expertise, to handle the overall delivery of CIE optimization services to the Customer.

- Cisco will provide a designated service management contact to track the delivery of all CIE optimization service elements.
- The designated contact will serve as a single point of contact to monitor that the CIE services purchased by the Customer are delivered.

The ongoing service and project management effort is limited to one hundred (100) hours per service contract term (12 months).

### **Customer Responsibilities:**

Customer shall comply with the following obligations:

- Designate at least two (2) but not more than six (6) technical representatives, who must be Customer's employees in a Network security engineer or administrator role, to act as the primary technical interface to the Cisco designated engineer(s). Customer will designate as contacts senior engineers with the authority to make any necessary changes to the Network configuration. One individual, who is a senior member of management or technical staff, will be designated as Customer's primary point of contact to manage the implementation of services under this Service Description (e.g., chair the weekly conference calls, assist with prioritization of projects and activities).
- Facilitate and engage third party vendors of applications for answering technical questions as and if needed
- Ensure key engineering, networking and operational personnel are available to participate in interview sessions and review reports as required by Cisco in support of Service.
- Customer's technical assistance center shall maintain centralized Network management for its Network supported under this Service Description, capable of providing Level 1 and Level 2 support.
- Provide reasonable electronic access to Customer's Network to allow the Cisco designated engineer to provide support.
- Customer agrees to make its production, and if applicable, test Network environment available for installation of Data Collection Tools. Customer shall ensure that Cisco has all relevant Product information needed for an assessment.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody.
- Provide a Network topology map, configuration information, and information of new features being implemented as needed.

- Provide requirements documentation, low-level and high-level designs, implementations plans, and test plans as required for specific services.
- Notify Cisco immediately of any major Network changes (e.g. topology; configuration; new IOS releases; moves, adds, changes and deletes of devices.).
- In the event the Network composition is altered, after this Service Description is in effect, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Network composition has increased beyond the original pricing quote for Services.
- Create and manage an internal email alias for communication with Cisco.
- Retain overall responsibility for any business process impact and any process change implementations.
- Supply the workplace policies, conditions and environment in effect at the Customer's facility.
- Provide proper security clearances and/or escorts as required to access the Customer's facility.
- Customer agrees that it will not hire a current or former employee of Cisco, who is involved in the Services under this Service Description, during the term of the Service and for a period of one (1) year after the termination of the Service. As liquidated damages, and not as a penalty, should Customer hire a current or former Cisco employee who is involved in the Services under this Service Description, Customer shall pay to Cisco three (3) times the annual compensation of such employee on the date the employee is hired. If payment is not made on such date, the liquidated damage payment shall be six (6) times the annual compensation of such employee.